Waukesha County Communications (WCC)
Dispatch Operations Commission
Meeting Agenda & Summary Notes

Chair – Donald Wiemer
Co-Chair – John Dahms
Commission Members
Greg Jezak, Dick Manke, Steve Marks, Matt Pinter, Scott Taubel and Daniel Tushaus

Meeting Date: 4-4-05   **Time:** 13:00 – 15:00 **Location:** Waukesha County Communications

Present: John Dahms, Donn Hoffmann, Dick Manke, Steve Marks, Chuck Moranchek, Matt Pinter, Richard Tuma, and Don Wiemer

Absent: Greg Jezak, Scott Taubel and Daniel Tushaus

Meeting Agenda
Topics(s) To Be Discussed:
1. Approval of February 16, 2005 Minutes
2. System Update
3. Protocols Committee Recommendations
4. WCC/CAD Topics
5. Agenda Items for Next Meeting
6. Meeting Adjournment

Summary Notes
1. February 16, 2005 mtg. minutes approved. Motion made by Deputy Inspector Marks seconded by Chief Dahms and unanimously approved by the Dispatch Operation Commission members.

2. System Update
   A. City of Oconomowoc – pending decision re: dispatching
      No change in status.1/10/05 – County Executive Daniel Finley, via a letter, asked the city to make its decision by April 30th whether or not it would become a WCC participant.
   B. MDC **-** IP MobileNet's system throughput was higher than comparable competitors (e.g., 32kbps vs. Motorola's proposed 19.2 kbps vs. the existing 4.8 kbps), they had excellent customer references (including the State of Wisconsin network). The IP MobileNet system is end-to-end IP, and proposed costs were very favorable. The original budget and concept plan called for users operating modern radio/modem equipment (VRM-series) to be upgraded to higher-speed operation at no cost, and owners of older (>8 years old) "dumb" terminals to be responsible to replace them with newer, high-speed units. Under the IP MobileNet scenario, users of current radio/modem equipment will be upgraded with new radio/modem equipment at no extra cost, and replacement of older "dumb" terminals will be less expensive to users than originally anticipated. As designed, the new IP MobileNet system will replace the one-site system with six tower sites, most of which are planned to operate on separate, new radio channels, providing greatly enhanced throughput. The system will be equipped with IP MobileNet's DataLink software for queries and messaging, with provisions for the future addition of CAD and RMS access. The hardware is also GPS equipped, providing for the future adoption of Automatic Vehicle Location if desired. The County is pursuing a UASI grant to fund additional user

equipment, but the success of this request is unknown at this time. Eventually, a decision would be made regarding Spillman's SUMMIT Mobile or IP MobileNet's custom option.

C. Public Safety System Project Update. Except for the following, all project activates have been completed. Scheduled for completion:

- Fire/EMS. A few departments continue to install, test and certify the CAD Monitor interface in conjunction with the Firehouse software.
- ProQ&A; pending.
- MABAS; auto versus paper.
- WSD dispatch (former) center is midway in being retrofitted; Radio Services has completed its work, other than, final tone testing. Networking is reviewing all infrastructure cabling. WCC will inform IS as to how PC's are to be set-up.

D. Spillman version 4.1 software upgrade.

- Scheduled Tuesday May 10th at 9:00am
- County-wide software upgrade
- Agencies are encouraged to begin the review of the Release Notes 4.0 and 4.1 found at the county's Public Safety System web site. No formal training would be scheduled.
- Combined FD and PD protocol meeting(s) is scheduled 4/14/05 to review the changes.

E. Village of Butler FD/PD dispatch conversion occurred at 9:00 am Thursday March 31, 2005.

F. Waukesha County Communications

- E-911 grant. Response submitted by Richard Tuma February 28, 2005.
- EMD software update is completed; 36 of the 40 dispatchers have completed the required training.
- Hiring. Two new hires started April1st; brings staff level to 40. Seven (7) dispatchers are in training. Twenty-eight (28) have completed the entire training program. Current operating budget allocated for 36 dispatchers; Richard would seek approval for a total of 40 in the proposed 2006-operating budget.
- Talkgroup to Talkgroup. Review May '05; WCC to acquire a full month of call statistics, post the Village of Butler's 3/31/05 dispatch conversion.

3. Protocol Committee Recommendations & Updates
Technology Protocols Committee
Committee Member Changes - effective 3/15/05

3/10/05 – Jeff Johnson or Matt Fenning would begin attending Technology Protocols, beginning Tuesday March 15th. *2/24/05 -* Donn Hoffmann requested the Fire/EMS protocol committee consider a recommendation to have a representative on the technology committee, beginning March 15, 2005. The Technology Committee will meet once a month. Due to this committees' continued involvement in the review/recommendation of technology, i.e. MDC, it will be important the fire departments have representation.

Motion made by Chief Pinter seconded by Chief Dahms and unanimously approved by the Dispatch Operations Commission members.

GeoBase Load: E-911 Centerline Processing Workflow (SOP) – Information only. This policy outlines the requirements and responsibilities of Waukesha County Information Systems and Waukesha County Parks & Land Use to: 1) provide Waukesha County Communications an updated GeoBase file on a weekly basis, 2) assure assigned department personnel are knowledgeable to perform all required processing tasks in maintaining the GeoBase, and 3) assure all submitted updates of address information are entered into the GeoBase, a minimum of once per week.

Police Protocols Committee

Incident / TB Nature for Traffic Stops

The City of Brookfield requested dispatchers be allowed to change the TBnature at the request of the agency during an incident from "Traffic Stop" to the applicable TBnature code. Examples: OWI, OAR, Possession of THC, etc. This action by the dispatchers would be made only to the 'Law' record, not the CAD Call record. Motion made by Joe Amodeo, seconded by Lt. Don Vincent and unanimously approved by Police Protocol Committee members.

> Motion made by Chief Dahms seconded by Deputy Inspector Marks and unanimously approved by the Dispatch Operations Commission members.

Modify/Delete Records by Agency Personnel

To reduce the amount of SAA agency support in providing the above, it was agreed an agency could assign a member of its staff privilege rights to modify/delete agency specific 'involvement' records, not the master (original) record within Law Records. This privilege would be restricted to an agency's open records and not, partitioned records or access to another agency's records. Motion made by Capt. Adlam, seconded by Chief Rosch and unanimously approved by Police Protocol Committee members.

> Motion made by Chief Dahms seconded by County Board Supervisor, Dick Manke and unanimously approved by the Dispatch Operations Commission members.

Call Comments – Daily Activity Log and Media Summary Reports

The City of Brookfield requested the Call Comments default setting be changed from 5 lines to 100 lines to accommodate information; universal change setting affecting all participating law agencies. Motion made by Joe Amodeo, seconded by Captain Reid and unanimously approved by Police Protocol Committee members.

> Motion made by Deputy Inspector Marks seconded by Chief Dahms and unanimously approved by the Dispatch Operations Commission members.

MDC Regrouping Changes

2/24/05 – Refer to handout titled/dated, 'Mobile Data Changes for WCC' February 22, 2005. Motion made by Chief Tushaus seconded by Joe Amodeo and unanimously approved by Police Protocol Committee members. Effective date of changes: 2/25/05. *2/10/05* –Richard Tuma informed the committee MDC regrouping could be re-labeled by Talkgroup to initiate an 'SU' command. Radio Services could do the reprogramming, in-house, not requiring visiting the departments. Motion made by Chief Tushaus seconded by Captain Otto and unanimously approved by Police Protocol Committee members.

> Motion made by Chief Dahms seconded by Deputy Inspector Marks and unanimously approved by the Dispatch Operations Commission members.

Fire/EMS Protocols Committee
<u>CAD – Agency Dispatching</u>

Protocols agreed that when multiple dispatch response/dual responsibility is required, the telecommunicators would dispatch one (1) agency based on the recommendation from CAD, followed by, notifying the associate jurisdiction agency as soon as possible. Motion made by Deputy Chief Curtis, seconded by Richard Tuma, and unanimously approved by Fire/EMS Protocol Committee members.

Motion made by Chief Pinter seconded by Chief Dahms and unanimously approved by the Dispatch Operations Commission members.

4. WCC/Computer Aided Dispatch (CAD) Topics
   - Richard Tuma made a presentation on information relevant to the 'Dissemination of CAD Information to Fire/EMS and Police, Training, and Implementation Steps' necessary to the accuracy of information from the one Talkgroup to another and, outside organizations.
   - Relating to the City of Brookfield shooting incident, both Chief Dahms and Chief Pinter made favorable comments about the WCC's dispatchers and the operation.
   - NIMS Compliance. It was agreed; further efforts need to be made regarding compliance for joint fire/EMS and police incident command.

5. Agenda Items for May 2, 2005
   - Spillman version 4.1 software upgrade

6. Meeting Adjournment. Motion made by Chief Dahms seconded by Deputy Inspector Marks and unanimously approved by Dispatch Operations Commission members to adjourn the meeting at 14:00.

Handouts
   - Dissemination of CAD Information to Fire/EMS and Police/Training/Implementation Steps dated April 4, 2005.

Presentations – Refer to 'Handouts' section.
Requested Attendees – N/A
Requested Documents: N/A

Next Scheduled Meeting:
Waukesha County Communications
Monday May 2, 2005
Time: 13:00 to 15:00

Minutes approved by:

Name: _____
       Commission Chair/Co-Chair

Signature: _____

Date: _____